

POLICY: INDIVIDUALIZED SUPPORT TEAM

POLICY STATEMENT: It is the policy of the Bureau of Developmental Disabilities Services (BDDS) that each individual receiving Supported Living services have an Individualized Support Team (IST) comprised of family, acquaintances, and service providers who utilize Individualized Support Team meetings to coordinate the identification, provision and monitoring of needed supports for the individual.

DETAILED POLICY STATEMENT

An Individual's Individualized Support Team (IST) is a team of persons, including:

1. an Individual;
2. the Individual's legal representative, if applicable;
3. the Individual's Providers;
4. the Individual's Case Manager, if indicated;
5. a BDDS representative; and
6. other persons identified by the Individual or the Individual's legal representative, if applicable,

who assist the Individual in a significant manner, or in the development and implementation of the Individual's Individualized Support Plan (ISP).

Individualized Support Team Meeting

1. An Individual's IST meeting is a meeting of an IST that is requested by a member of the IST to address one or more of the following areas:
 - a. health needs of the Individual;
 - b. safety needs of the Individual;
 - c. welfare needs of the Individual;
 - d. behavioral needs of the Individual;
 - e. training needs of the Individual; or
 - f. other needs of the Individual as determined by the Individual or the Individual's Legal representative.
2. All IST meetings shall include:
 - a. the Individual or the Individual's legal representative if applicable, and
 - b. the Individual's Case Manager, if applicable.
3. An Individual's legal representative may choose to not attend an IST meeting.
4. An Individual may not attend an IST meeting if:
 - a. the Individual chooses to not attend, or
 - b. the ISP includes documentation of agreement by the IST that participation is contraindicated for the Individual and is approved by the BDDS Service Coordinator.
5. Documentation of an IST meeting shall:

- a. be performed by:
 - i. the Case Manager for Individuals receiving services funded by Medicaid waiver; or
 - ii. by the BDDS Service Coordinator for Individuals funded by State Line Item.
 - b. include, but not be limited to:
 - i. the date, location, and time of the IST meeting;
 - ii. the purpose for which the IST meeting was requested;
 - iii. the decisions reached during the IST meeting, including identification of any dissenting parties to the final team decisions; and
 - iv. the signatures of the people participating in the IST meeting.
6. The Individual's Case Manager, or the person identified in (1) of this section shall ensure an electronic copy, or a hard copy of the Individualized Support Team Meeting documentation identified in number 5 of this section is provided to each member of the Individualized Support Team within 48 weekday hours of the Individualized Support Team Meeting.
 7. Any meeting to which any Individualized Support Team member was not invited, with the exception noted at (4)(b) of this section is not an Individualized Support Team Meeting.
 8. The majority of hours of care provided must be represented at the Individualized Support Team Meeting.
 9. Seventy-two (72) hours notice must be given for an Individualized Support Team Meeting, except in emergency situations.

Resolution of disputes

If a dispute arises between or among individual members of the IST, the following dispute resolution process shall be implemented:

1. The resolution of a dispute shall be designed to address an Individual's needs above the needs of any IST member.
2. The parties to the dispute shall attempt to resolve the dispute informally through an exchange of information and possible resolution.
3. If the parties are not able to resolve the dispute within fifteen (15) days:
 - a. each party shall document:
 - i. the issues in the dispute;
 - ii. their positions; and
 - iii. their efforts to resolve the dispute; and
 - b. the parties shall request in writing to the Individual's Case Manager an IST meeting for the purpose of resolution of the dispute.
4. The parties shall abide by the decision of the IST.
5. If an IST cannot resolve the matter within fifteen (15) days after the date of the IST Meeting, then the parties shall refer the matter in writing to the Individual's Case Manager for resolution of the dispute.
6. The Individual's Case Manager shall make a decision within fifteen (15) days after the dispute is referred to the Individual's Case Manager and give the parties notice of the Individual's Case Manager's decision pursuant to IC 4-21.5.

7. Any party adversely affected or aggrieved by the Individual's Case Manager's decision may request a review of the decision by the BDDS Service Coordinator within fifteen (15) days after the party receives written notice of the decision.
8. Any party adversely affected or aggrieved by the BDDS Service Coordinator's decision may request administrative review of the decision within fifteen (15) days after the party receives written notice of the decision.
9. Administrative review shall be conducted pursuant to IC 4-21.5.

DEFINITIONS

"BDDS" means Bureau of Developmental Disabilities Services as created under IC 12-11-1.1-1.

"Case Manager" means a person employed to provide Case Management services by the Division of Disability and Rehabilitative Services (DDRS) or an approved Case Management vendor.

"Provider" means a person or Entity approved by DDRS to provide an Individual with agreed upon services.

"Service coordinator" means a person providing service coordination services under IC 12-11-2.1.

REFERENCES

460 IAC 6: Supported Living Services and Supports

460 IAC 7: Individualized Support Plan

IC 4-21.5

IC 12-9-2-3

IC 12-11-1.1

Approved by: Julia Holloway, DDRS Director -

